



**A STUDY ON THE ASSESSING THE ROLE OF EMPLOYEES' ENGAGEMENT ON
EMPLOYEES' PRODUCTIVITY
AT BANK SIMPANAN NASIONAL (BSN) NEGERI SEMBILAN**

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JANUARY 2014

DECLARATION OF ORIGINAL WORK



BACHELOR OF BUSINESS ADMINISTRATION
WITH HONOURS (HUMAN RESOURCE MANAGEMENT)
FACULTY OF BUSINESS MANAGEMENT
UNIVERSITI TEKNOLOGI MARA
“DECLARATION OF ORIGINAL WORK”

I, Nur Syarafina bt Noor Azland, (I/C Number: 901024055216)

Hereby, declare that,

- This work has not previously been accepted in substance for any degree, locally or overseas, and is not being concurrently submitted for this degree or any other degrees.
- This project-paper is the result of m independent work and investigation, except where otherwise stated.
- All verbatim extracts have been distinguished by quotation marks and sources of my information have been specifically acknowledged.

Signature: _____

Date: _____

LETTER OF SUBMISSION

10th January 2014

The Head of Program

Bachelor of Business Administration (Hons) Human Resource Management

Faculty of Business Management Universiti Teknologi MARA

Kampus Bandaraya Melaka

110 Off Jalan Hang Tuah 75300 Melaka.

Dear Sir/ Madam,

Submission of Project Paper

Attached is the project paper “A Study On Assessing The Role of Employees’ Engagement on Employees’ Productivity” at Bank Simpanan Nasional (BSN) Negeri Sembilan’ to fulfill the requirement as needed by the Faculty of Business Management Universiti Teknologi MARA.

Thank you,

Yours sincerely,

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ABSTRACT

‘A STUDY ON ASSESSING THE ROLE OF EMPLOYEES’ ENGAGEMENT ON EMPLOYEES’ PRODUCTIVITY AT BANK SIMPANAN NASIONAL (BSN) NEGERI SEMBILAN’

Employees play the important role towards the organization. The organization cannot achieve their goals without the productivity from the employees. This paper aims to study on assessing the role of employee engagement on employees’ productivity at Bank Simpanan Nasional (BSN) Negeri Sembilan. The independent variables includes in this study are job characteristic, perceived organizational support and reward and recognition. For this project, the research focused on the employee who works at Bank Simpanan Nasional (BSN) Negeri Sembilan. 158 of questionnaires were gathered in this research. The questionnaires were used to obtain and collected the data from the respondent. Stratified random samplings are being used in this study as sampling method. The researcher have used SPSS program version 20.0 where the researcher have used reliability analysis, frequency analysis, correlation and multiple regression analysis. In the last part of this paper, several recommendations have being provided to increase the productivity among employees’.

Keywords: Employees’ Productivity, Job Characteristic, Perceived Organizational Support, Reward and Recognition

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